

## FAQ

1) I cannot log into my Tsume account.

To log into your account or to create a new account on our website, please click on the link below :

<http://tsume-art.com/blog/2016/09/13/the-new-website-is-here/?lang=en>

2) My installment has not been withdrawn yet:

Installments are automatically collected. However, they can be delayed if you are in one the following situations:

- ❖ Your credit card has expired.
  - If you had placed your order before August 2016, please contact [sav@tsume-art.com](mailto:sav@tsume-art.com) and do not forget to mention your reference number (order). We will send you a payment link for the last installment.
  - If you have ordered after August 2016, please log into your tsume account. You will find a payment link that will appear next to the amount you have to pay.
- ❖ There can be a delay between the moment you made the payment and the moment the website registered your payment. In this case, please check the status in a few days and come back to us at [sav@tsume-art.com](mailto:sav@tsume-art.com) if anything seems wrong.
- ❖ You have received a payment link that did not work. Please contact us at [sav@tsume-art.com](mailto:sav@tsume-art.com) without forgetting to give the reference number of your order. We will find a solution regarding the payment error.

3) Your figure is broken. How can we help you?

Once you receive a figure by Tsume, and even if you plan to let the figure in the box without displaying it, please do not forget to check the product entirely. If you do not or if you do it months after receiving the package, we may not take your request into consideration.

- ❖ I've bought my figure and it is damaged.
  - Please contact us at [sav@tsume-art.com](mailto:sav@tsume-art.com) and do not forget to mention your reference number or the shop you bought it from. If you have any photos that you want to send us, the photos shall not exceed 1Mo in terms of size.
- ❖ I just broke my figure.
  - Please contact us at [sav@tsume-art.com](mailto:sav@tsume-art.com) and do not forget to mention your reference number or the shop you bought it from. If you have any photos that you want to send us, the photos shall not exceed 1Mo in terms of size. This request may not be taken into consideration or you may be charged for the repairs.
- ❖ I have bought a second-hand figure and it is partially damaged.
  - There is no procedure for second-hand products.

**[For all the requests regarding broken products, you will have to mention your reference number or a receipt from the shop]**

4) I have just confirmed my delivery address but I did not receive any tracking number.

The confirmations of delivery address are treated one by one. A tracking number will be given to you once your figure is ready to be shipped.

5) I have just confirmed my delivery address but I am not sure whether or not it has been clearly received:

We do not reply on [delivery@tsume-art.com](mailto:delivery@tsume-art.com). We only read the answer regarding the confirmation or the change of the delivery address without replying. Note that your confirmation will be read and treated.

6) I have just finished to make an order. When will it be shipped?

There are 2 cases regarding an order:

- ❖ Your products are in stock. This implies that we will send them under 30 days (Terms of Sales)
- ❖ Your products are in preorder. This implies that they will be shipped once we receive them in our workshop.
- If you have made your order before August 2016, an email will be sent to you in order to confirm your delivery address. You will have to answer back to the confirmation so that we can proceed to the sending.
- If you have ordered after August 2016, an email with a tracking number will be sent to you once the goods are ready to be shipped.

7) My credit card has just expired. How can I edit my payment details?

We cannot edit your payment details as we are not a bank.

- ❖ If you have placed your order before August 2016, please contact [sav@tsume-art.com](mailto:sav@tsume-art.com) and do not forget to mention your reference number(order). We will send you a payment link for the last installment.
- ❖ If you have ordered after August 2016, please log in on your tsume account. You will find a payment link that will appear next to the amount you have to pay.

8) How can I change my password?

You will find all the information regarding this issue on the following link:

<http://tsume-art.com/blog/2016/09/13/the-new-website-is-here/?lang=en>

9) I cannot finalize my order with my credit card.

- ❖ Does your credit card expired before the end of the last installment ? If it does, please reduce the number of installments.
- ❖ Do you have enough money on your bank account ? Even by choosing the installment plan, some banks ask you to have the entire amount on your bank account.

Before contacting [sav@tsume-art.com](mailto:sav@tsume-art.com), please contact your bank regarding this issue that might be solved.

10) I have called for a return of my product but the transporter has not come yet.

The transporter will try to collect your parcel as soon as he is available. We cannot foresee the precise date.

11) How many installments can I choose for my order ?

The maximum of installments is limited to 6. Please take into account that your credit card must not expire before the date of the last installment.

12) Do you deliver your products to my country? If yes, how much will it cost me?

Please make a test on our website by simulating an order and see if your country appears in the list and the cost it implies.

13) When will your next HQS by Tsume be released?

Unfortunately, we cannot communicate on our next releases. However, if it concerns preorders that are already over, you can check the progress at <http://blog.tsume-art.com/>

14) I have bought my figures on a different website than yours. When will it be delivered?

Please contact the owner of the website or store for this information.

15) I have bought a figure in a store. Is there any After Sales for my product?

Yes, there is. But only if it has been bought in one of our official resellers. You can always ask us if it was an official or not by contacting [sav@tsume-art.com](mailto:sav@tsume-art.com). Note that a proof of purchase will be asked.

16) Is the After Sales Service working for second-hand product?

Sorry, we do not handle second-hand products.

17) How much time do I have to report problems on my figure after receiving it?

You have a delay of 14 days following the reception to report a problem. Please check carefully your product once you receive it.

18) Are you going to reprint some of your HQS by Tsume that are sold out?

No. Our HQS by Tsume are in limited numbers. Therefore, there will not be any reprints.

19) Can you add me on a waiting list for some HQS by Tsume?

Yes. Please contact us at [sav@tsume-art.com](mailto:sav@tsume-art.com) and mention the product you want, your name, last name, email address and phone number.

**WARNING. If you contact the After Sales Service, do not forget to mention your reference number, and if needed, send pictures less than 1Mo in terms of size.**